



**COUNTY OF LOS ANGELES
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January 20, 2009

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy L. Watanabe*
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW WORLD
INDEPENDENT LIVING PROGRAM, INCORPORATED –
GAINSBOROUGH AND RANCHERO ROAD GROUP HOMES**

We have completed a review of Gainsborough and Ranchero Road Group Homes (Group Home or Agency) operated by New World Independent Living Program, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Gainsborough and Ranchero Road Group Homes are each six-bed facilities, which provide care for boys ages 13-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Gainsborough Group Home was providing services for three DCFS children and three Riverside County children. Ranchero Road Group Home was providing services for four DCFS children and one San Bernardino County child.

Gainsborough and Ranchero Road Group Homes are located in Riverside County. Since the time of our review, both Group Homes have closed.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety

and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

The Agency needs to address several deficient areas. For example, both Group Homes need to landscape the front and back yards and clean, repair or replace items throughout the home. Both Group Homes also need to maintain current and comprehensive Needs and Services Plans (NSPs) that include input from the children and maintain documentation that children are receiving treatment services. In addition, Gainsborough Group Home needs to provide children with a variety of nutritious meals and snacks and encourage and assist children in creating and maintaining photo albums/life books.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. Since the time of the review, the Agency has decided to close both Group Homes. As a result, a corrective action plan was not completed. However, DCFS needs to ensure that if the Group Homes reopen, the recommendations made in this report are implemented. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:DC:AA:CC:sj

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Ted Myers, Chief Deputy Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Agina Caines, Board of Directors President and Executive Director, New World
Independent Living Program, Inc.
Public Information Office
Audit Committee

**New World Independent Living Program, Incorporated
Gainsborough Group Home
Riverside, California 95506
License Number: 336412461
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Gainsborough Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained and the front and back yards are clean. However, the yards are not adequately landscaped. The grass is brown, weeds are overgrown and the fence surrounding the swimming pool is broken. In addition, a light fixture in the front yard and a glass pane in the front door are broken.

Generally, the interior of the Group Home is adequately maintained. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the carpet throughout the home and the ovens and the microwave in the kitchen are dirty. In addition, the shower faucet is broken in the main bathroom and the caulk, bathtub/shower, wall and floor behind the toilet are dirty in the upstairs bathroom.

Children's bedrooms are adequately maintained. The rooms have age-appropriate personalized decorations and there is adequate furniture, lighting and storage space. Window coverings are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom one, repair work to the entry door is unfinished. In bedroom one and two, the closet doors are dirty and there is writing on the dressers. In bedroom three, the closet doors and window screens are missing and a bed frame is broken.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. New World Independent Living Program management:

- a. Fix the light fixture in the front yard.**
- b. Repair the broken glass pane in the front door.**

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- c. Maintain appropriate landscape in the front and back yards.
- d. Repair the fence surrounding the swimming pool.
- e. Clean the carpet throughout the home.
- f. Clean the ovens and microwave.
- g. Replace the shower faucet in the main bathroom.
- h. Re-caulk the upstairs bathtub.
- i. Clean the bathtub/shower, wall, and floor behind the toilet in the upstairs bathroom.
- j. Paint the entry door to bedroom one.
- k. Clean the closet doors and remove the writing on the dressers in bedroom one and two.
- l. Install the closet doors and a window screen in bedroom three.
- m. Repair the bed frame in bedroom three.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are not current, do not include short or long term goals, and the treatment team does not develop or implement the NSPs with input from the child.

Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. New World Independent Living Program management:

- a. Include the child in the development and implementation of the NSPs.
- b. Maintain current comprehensive NSPs that include short and long term goals.
- c. Maintain documentation to reflect that children are receiving treatment services.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Children also receive voluntary medical, dental and psychiatric care.

Children report dissatisfaction with meals and snacks.

Recommendation

- 3. New World Independent Living Program management provide children with a variety of nutritious meals and snacks.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. However, children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendation

- 4. New World Independent Living Program management encourage and assist children in creating and maintaining photo albums/life books.**

**New World Independent Living Program, Incorporated
Ranchero Road Group Home
Riverside, California 91504
License Number: 336408689
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Ranchero Road Group Home is located in a residential community. Generally, the exterior of the Group Home is well maintained. The front and back yards are clean. However, the yards are not adequately landscaped. The grass is brown and weeds are overgrown.

Overall, the Group Home is well maintained. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the ceiling light in the kitchen is missing a panel and the kitchen counter, bathroom towel racks and tissue holders, and the laundry room door are broken. In addition, the window coverings throughout the home are torn and the paint on the staircase is worn.

Generally, the children's bedrooms are well maintained. The bedrooms have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the bed spreads are worn and stained, the covers are missing from the light fixtures, and the carpets are dirty.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. New World Independent Living Program management:

- a. Landscape the front and back yards.**
- b. Replace the missing panel on the kitchen light.**
- c. Repair/replace the kitchen counter.**

- d. Replace the window coverings throughout the home.
- e. Re-paint the staircase.
- f. Replace the toilet tissue holders and towel racks in the upstairs and downstairs bathroom.
- g. Repair the laundry room door.
- h. Replace the missing light fixture covers in the bedrooms.
- i. Clean the carpet in the bedrooms.
- j. Replace the bed spreads in the bedrooms.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are not current, do not include short or long term goals, and the treatment team does not develop or implement the NSPs with input from the child.

Case files do not reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. New World Independent Living Program management:

- a. Include input from the child in the development and implementation of the NSPs.
- b. Maintain current comprehensive NSPs that include short and long term goals.
- c. Maintain documentation to adequately reflect that children are receiving treatment services.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.